

Lottery, Arizona

Description

The Arizona Lottery was established to maximize revenue dedicated to various beneficiaries through statutory formulas (A.R.S. 5-501). With an advisory commission and an Executive Director appointed by the Governor overseeing operations, the Lottery works with a retailer network to provide players with innovative, entertaining, and rewarding games.

IT Vision

The Lottery's Information Technology Department has one primary vision that overrides all others: to provide the technological support the agency requires in pursuit of its goals. Customer support, responsiveness to changes in technology and the ability to respond quickly to the needs of our users are objectives to be met in achieving agency goals. The department has a responsibility to ensure the focus remains on the long-term vision, in addition to successfully executing the extensive steps on the way to meeting that vision.

IT Mission

The Information Technology Department of the Arizona Lottery must support the agency in achieving its goals. It is our responsibility to provide our users with the tools necessary to meet their individual, divisional and agency objectives.

Goal 1

IT Staff will support the update and maintenance of the Game Management System.

Objective 1

The Product Management System will provide real-time sales reporting.

Current Situation

Complete sales reporting is done on a monthly basis by producing reports from the AS/400.

Performance Measures

- 1 All sales data will be transferred to vendor and project will be completed in June 2004.

Status	Complete					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Input	100	50	50	0	0

Objective 2

To enhance an Internal Control System for balancing the outsourced instant product system by June 2005.

Current Situation

A basic ICS System was implemented in January 2003, but an enhanced system needs to be designed for efficiency and verification purposes.

Performance Measures

- 1 Percent of new system designed, tested, and implemented.

Status	Complete					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Output	100	50	40	10	0

Objective 3

To program enhancements to the Lottery Internal Control System to provide more efficient processing and verification of vendor information.

Current Situation

The Lottery implemented a basic ICS system in January 2003.

Performance Measures

- 1 Percent of programs designed, written, and tested by mid-January 2003.

Status	Complete					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Output					
		100	50	10	10	30

Goal 2

IT will enhance agency efficiency and stability of its network by refreshing hardware and software on a three-year plan. Hardware purchases are funded through FY04, but software purchases are not funded.

Objective 1

All LAN equipment and peripherals will be included in the upgrades for hardware and software.

Current Situation

PC software is upgraded as funds become available.

PC hardware will be upgraded on a year-to-year refresh plan that was approved. Funding was approved for PCs, servers, and laptops.

Printers are replaced as funds become available.

Performance Measures

- 1 30% of hardware will be annually updated or replaced.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Input					
		30	30	30	30	30

- 2 30% of all software will be annually upgraded.

Status	Un-Funded					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Input					
		30	30	30	30	30

- 3 LAN downtime less than 1% annually.

Status	Complete					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Efficiency					
		1	99	99	99	99

Goal 3

IT will work with the Communications Department to identify educational data and information which should be transferred to the Lottery web site. This information facilitates player communication without additional staff.

Objective 1

Use the Web site to effectively communicate a wide range of educational data and information to the public.

Current Situation

We have files containing winning numbers for all games, jackpot amounts, game ending for instant games, and number of prizes still available for instant games.

Performance Measures

- 1 Update Powerball jackpot winning state(s) and number of winners information, by transferring data to the Web site on a nightly basis.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	1	1	1	1

- 2 Provide daily updates of six months of winning numbers for all games with an easy-to-access method.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1		1	1	1

Goal 4

IT will ensure current system availability goals are maintained and achieve target of 99.8% uptime. The system must be up for the Lottery to conduct business. Sales opportunities must be maximized to generate revenue for state projects.

Objective 1

Purchase two laptops to use for remote dial-in.

Current Situation

We have one laptop designated for after hours coverage and telecommuting. We also have one laptop which is designated for Business Recovery Plan software and should remain off-site.

Performance Measures

- 2 The capability to dial-in from home could allow monitoring of all systems. The downtime could be shortened from over one hour to 15 minutes.

Laptops were purchased .

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	1	100	0	0

- 2 Amount of time saved to correct problems would be reduced by approximately 30 minutes by dialing in from home.

Laptops were purchased this fiscal year.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	1	100	0	0

Objective 2

Insure system uptime is monitored by staff on-site or after hours coverage.

Current Situation

We currently have staff providing after hours coverage or on-site.

Performance Measures

- 1 Off-shift and on-call schedule completed one month in advance.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	1	1	1	1

- 2 Laptops available for remote dial-in.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	1	1	1	0

Goal 5

Provide a Business Recovery Plan that limits the loss to our agency in the event of an emergency or disaster.

Objective 1

By implementing a Business Recovery Plan, we can limit the loss of revenue for the state.

Current Situation

We are revising our Business Recovery Plan to include equipment at our Tucson office.

This will provide a hot backup up site in the event of a disaster.

We will also move a backup computer with software loaded to allow it to be a hot backup in the event of any type of emergency.

Performance Measures

- 1 Update the plan on a quarterly basis. This will include all new equipment and personnel.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Output	4	4	4	4	4

- 2 Develop off-site technology plan. This will include

1. Setting up emergency equipment at our Tucson office.

2. Moving a hot backup computer off-site at a pre-determined site.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	1	1	1	1

Goal 6

IT will use an electronic transfer process to provide billing to our retailers. This will make the entire cycle of billing and payment more efficient for both retailers and the Lottery.

Objective 1

Automate a process that currently requires manual intervention. Our largest retailer has the programs in place for Electronic Data Interface. We are in the process of discussing the possibility with other retailers who would like to take advantage of electronically receiving their billing statements.

Current Situation

We are currently copying billing and inventory files to diskette and mailing the information to the retailers.

Performance Measures

- 1 Set up retailers who have EDI capabilities for electronically transferring billing data. This will be completed by the end of FY03.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input					

- 2 Electronically transfer billing to 75% of all retailers by FY04.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	50	25	15	10

Goal 7

As funding becomes available, IT will purchase hardware and software as needed to conduct Lottery business in an efficient and professional manner.

Objective 1

By reviewing and updating all hardware and software semi-annually, mid-range computers and peripherals will be kept current.

Current Situation

Although last year we received funding to purchase a new AS/400 mid-range computer. We are still replacing other equipment as money becomes available.

Performance Measures

- 1 Amount of downtime will be less than 1%.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	99	99	99	99

Objective 2

By upgrading AS/400 computers, downtime will be less than 1%.

Current Situation

Our current downtime is less than 2%.

Performance Measures

- 1 Number of calls to the Help Desk, regarding AS/400 computer downtime problems will be less than 1%.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	1	1	1	1

Objective 4

Upgrade telephone equipment to ensure all hardware and software is current.

Current Situation

The PBX in Phoenix and Tucson are 16 years old and has never been upgraded.

The Tucson equipment will need to be replaced in FY05 and the Phoenix equipment needs to be replaced in FY07.

Performance Measures

- 1 Downtime will be less than 1%.

Status On Hold

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	99	99	99	99

- 1 The equipment that provides winning numbers to the public will need to be upgraded in 2003. System Maintenance will no longer be available after December 2003.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1	0	100	0	0
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Goal 8

Provide support for the re-design of the Lottery Web site.

Objective 1

Provide support support for the re-design of the Web site.

Current Situation

In July, 2003 we moved our Web site hosting service to ADOA. In-house staff re-wrote all programs and will provide future support of the Web site.

Performance Measures

- 1 Web site uptime at 98%.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Input	1		12	12	12

- 2 Meet assigned deadlines according to dates on the System Request Form.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficiency	1		12	12	12

Goal 9

Enhance the Lottery Intranet system for internal communications to provide important information to Lottery staff in a timely manner.

Objective 1

To provide a method of supplying current information to the employees in an organized and educational fashion.

Current Situation

We use handouts, word of mouth, and e-mail to provide information. Our Customer Service Group will find this an invaluable tool by having information readily available to answer customer questions.

Performance Measures

- 1 Number of customer calls answered and tracked in our Track-It Software.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Efficiency	1	12	12	12	12

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